## MARICOPA COUNTY IS NOW SAFER FOR DOGS
## NEW APP MAKES IT EASIER TO REGISTER/LICENSE YOUR DOG

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**(Maricopa County - September 30, 2022)** Today, Maricopa County Animal Care and Control (ACC) launched an updated dog registry and information site making it faster and easier for dog owners to register their dogs, pay the licensing fee and order replacement tags. Registered dogs are easier to find and return to owners if lost (they even get a free ride home) and registration helps the County share localized information on disease outbreaks and services.

Maricopa County is home to over 900,000 dogs, but only 35% of them are formally registered with the County. Approximately 25% of Animal Care and Control efforts, including shelter costs are funded with licensing fees. The low registration rate limits the services the County can provide and the number of animals we can serve. The dog licensing process was complicated and required owners to have their rabies certification and a credit card for payment. In addition, there can be financial consequences to owners if they do not register their dogs - fines can be imposed if unregistered dogs are found and/or have bitten someone.

The County updated the registration website by adding a mobile application and improving the customer experience to make it easier to complete both new and renewal applications. Users can now look up their accounts without having the license number for their dog by using personal information. The County also removed the requirement to upload the rabies certificate at time of application and increased payment options by adding Venmo, Zelle and PayPal.

"A lot of people don't know that a 25% of County shelter services are paid for by dog registration fees," said Julie Jones, County Supervisor. "Because only a third of dog owners register their dogs, Animal Care and Control is limited in the number of animals we can serve and has cut crucial programs due to lack of funds. Our new site will help increase the number of registered dogs by making the process faster and easier. Increased registration rates will be good for dog owners and good for all animals served at County Animal Care and Control."

Users visit [www.pets.maricopa.gov](http://www.pets.maricopa.gov) on any Internet enabled device. New users create an account and returning users log in using their phone number or email address. Users can register or renew a dog license for up to three years, upload their rabies certificate and pay the registration fee. Veterinarians can use the site to upload their completed rabies certifications which automatically syncs with the dogs' registration accounts.

"I'm thankful that my apartment provides resources to tenants, including the *Tag Your Wag* App," said Mark Smith, Phoenix dog owner. "I needed to get Fluffy a dog license, so I went on the app, added my and Fluffy's information and paid in just a few minutes. I received her license tag in the mail three days later and immediately added it to her collar. Poor Fluffy got out when the movers arrived this weekend, but thanks to her dog license, Animal Care and Control found her and safely returned her to me the same day! I'm so happy Fluffy is home and safe."

Please visit www.pets.maricopa.gov or download the Tag Your Wag app to register your dog.
**Frequently Asked Questions (FAQ)**

1. What are we building and why?
   We are building an increased awareness of dog licensing in the Communities of Maricopa County. Licensing encourages people to keep their pet vaccinated, making our community safer for dogs and people. Also, having your pet licensed adds an additional layer of protection. MCACC can link a pet's microchip to the dog license which can help get your dog home if picked up by an Animal Service Officer or if it is brought into our shelter as a stray dog.

2. Who is the intended user?
   Dog owners in Maricopa County

3. Who owns, operates and maintains the solutions?

4. Why do dog owners need to register?
   It is a legal requirement.

   In the event that your dog ever gets lost or goes missing, registration will help your dog be returned to you.

   Helps prevent rabies as dogs must have a current rabies vaccine to get a license.
   Free ride home. If your dog is picked up by an Animal Service Officer, having a current license and contact information means your dog will be returned directly to you the same day (when possible).

   It's life-saving. The fees collected from licensing directly supports the daily care of the 30,000 animals that enter the shelter each year; licensing your dog helps all the other dogs and cats at MCACC that are waiting to find their forever homes too.

   Your dog will be safer. When you license your dog, you are registered as the dog's owner and your information is entered into our database – if your dog is ever lost, this helps us to more quickly reunite you with your dog. Also, MCACC follows a minimum of 120 hours for Hold-Notify of a licensed dog that comes into the shelter, compared to a minimum stray hold of 72 hours, giving you more time to find your lost pet.

   It can save you money.  If your licensed dog is lost and picked up by MCACC but we are unable to reach you, the first 24 hours at the shelter will be at no charge. Also, if a licensed dog bites someone, it may be eligible for home quarantine, rather than being quarantined at the dog owner's expense in our facility or at a veterinary hospital.

5. How much does it cost to register?

Maricopa County License fees:
Unaltered dog $55 (if paid for online you pay $50)
Sterilized dog $22 (if paid for online you pay $19)
Senior rate $10 (owner must be 65 years or older and the dog must be sterilized)

The fee is the same for one or multi-year licensing.

6. What are registration fees used for?
   Registration fees are used to fund crucial County Animal Care and Control services, such as providing food, veterinary services, shelter and other programs.

7. How long does a dog license last?
   The license is good for up to 12 months. The term of the license is tied into the rabies vaccination date. Licenses can be done for up to three years at a time.

8. What happens if a dog is not registered?
   It is difficult to complete a RTO without registration.
   Services can be limited without this revenue.
   Fines can be imposed if dog is found and/or if they have bitten someone and the dog is not licensed. Class 6 - $500 + boarding fees.

9. Where can I get a rabies vaccination and certificate?
   Your local veterinarian will be able to administer a rabies vaccine and provide you with the rabies vaccination certificate.

10. Does a dog have to wear a tag?
    Yes, your pet must wear the license tag at all times.

11. Where can I get a replacement tag?
    License tags can be purchased through our licensing your dog webpage, in person at our shelter or by mail.

12. What data is required to operate the solution?

13. What software applications does the solution need to be interoperable with?

14. What payment options are available?
    Licenses can be paid for through the www.pets.maricopa.gov website, in person at our shelters and by mail.

15. Can I get a refund if my dog dies?
    Refunds for a deceased dog are reviewed and determined by Management.  Proper documentation is required to submit a request such as cremation certificate or an invoice

for euthanasia. Typically, families will choose to consider the remaining fee amount as a donation to the shelter to help the next dog waiting to find their new home.

16. How can I upload my dog's rabies information?
    The rabies vaccination certificate can be uploaded when you complete your dog registration online, you can email it to Licensing@Maricopa.gov, mail it in, fax it or bring it to one of our shelters.

17. What are the applicable federal, state, county + local laws?
    Arizona Revised Statute 11-1008. License fees for dogs; issuance of dog tags; exception; violation; classification
    Maricopa County Ordinance P-13 Rabies Animal Control
    Arizona Revised Statute 11-1010 Anti-Rabies Vaccination - provides required information that is needed on the certificate in order to be accepted.

18. Can I log on and look up a license with personal information?
    Yes - users can look up their account using email or phone number.